



CUSTOMER SERVICE SKILLS PROGRAM

ENHANCE YOUR CUSTOMER SERVICE SKILLS

If you aren't leaving a great impression on your clients and internal teams, it might be time to sharpen your customer service skills.

Having good customer service skills is one of the most important things you can do to improve your business. It can drive referrals, generate more business, strengthen client and team member relationships, and build a positive reputation for your company.

IMPROVE CUSTOMER SERVICE TO DRIVE GREATER RESULTS

Through KerrHill's Customer Service workshop, you will learn the key factors behind great customer service, how to overcome personal communication road blocks, and how to incorporate a simple yet effective process for best achieving excellent customer service practices.



**CUSTOMER SERVICE SKILLS
4-HOUR IMPACTFUL WORKSHOP
TOP RATED PROGRAM**

Key Program Takeaways

- Understand your customer service behavioral style through a personalized DISC report
- Discover how other communication styles affect your customer service skills and abilities
- Learn the key elements to good customer service
- Review the top five offenses in customer service
- Acquire a simple but effective customer service framework

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Advancing People In BusinessSM

EXPERIENCE A TRANSFORMATIVE CUSTOMER SKILLS PROGRAM

"I enjoyed learning about the five-part customer service framework and understanding the different strategies and stages about how to approach customers. There is a lot more to good customer service practices than I realized." - Ann Marie

WHAT YOU'LL EXPERIENCE

- Interactive group exercises
- Live in-session feedback
- Insights into your personalized customer service DISC report
- New customer service skills & goals with action plans

WHY CHOOSE KERRHILL?

- Over 34 years of proven training success
- Our trainings are engaging, challenging, thought-provoking, and fun, for a transformative learning experience
- Learnings stick and tools are easy to apply

CUSTOMER SERVICE SKILLS PROGRAM OVERVIEW

- ☒ **Designed for:** Individuals, teams and customer service departments
- ☒ **Format:** Available in-person or virtually
- ☒ **Length:** 4-hour workshop
- ☒ **Location:** Onsite at client location or at an offsite meeting facility
- ☒ **Cost:** \$695
- ☒ **Group size:** 6-20 people
- ☒ **Workshop includes:** All course materials and a Customer Service Behavioral DISC report.

Bring this program onsite to your facility!
Contact us at info@kerrhill.com